



1st Armored Division Claims Office



09-06

PRIVATELY OWNED VEHICLE (POV) INSTRUCTIONS FOR FILING A CLAIM FOR LOSS/DAMAGE INCIDENTAL TO SHIPMENT (AR 27-20, CHAPTER 11)

To ensure adequate compensation for loss or damage incidental to the shipment of your POV, it is essential that you comply with the following requirements. Do not allow the **two year** limitation period to expire. If you have any questions on completing your claim, please call the claims office at **DSN 337-4711, CIV (0611) 705-4711. If you wish to submit a claim, please make an appointment or walk-in on any Wednesday between 0800-1100 and 1300-1600 (except on German/U.S. Holidays). If you have a large claim, please make an appointment!**

Who may present a claim?

A claim may be presented and signed (completed in ink or typed) by the owner of a POV, shipped incident to his/her military service or employment, or in his/her name by a duly authorized agent or legal representative, who must present a valid Power of Attorney.

When must your claim be filed?

Your claim must be filed in writing (preferably by submitting DD Form 1842 and DD Form 1844) within **TWO YEARS** from the date you picked up your vehicle from the Vehicle Processing Center. This two year requirement is established by law - **IT CANNOT BE WAIVED!**

Private Insurance?

If your loss or damage is covered by private insurance, **you do not have to file with your insurer** (see attached information paper on private insurance). You **must** still note on DD Form 1842 whether or not you have private insurance. If you elect not to file with your private insurance you must **add at block 10 or block 12, DD Form 1842 "I elect not to file with private insurance"**. Generally you do **not** have the right to file against your insurer **AFTER** filing a claim against the Army under the Personnel Claims Act. If you elect to file against your private insurance company you **must** file and settle with your insurance company **before** filing your claim against the U.S. Government under the Personnel Claims Act.

NOTE: Do not dispose of any damaged/destroyed items/parts before your claim is settled. The Claims Office needs to inspect your vehicle. If replacement cost is awarded for an item/part, less any applicable depreciation, ownership of the property replaced passes to the Government. Accordingly, you may be required by the Claims Office to turn in the damaged item to the Defense Reutilization & Marketing Office (DRMO) in Mainz-Kastel before payment of your claim. The necessary documents for turn-in will be furnished to you by the Claims Office. If you choose to retain the item, the salvage value of that item will be deducted from your claim. Obtain estimates of repair as explained below. **Do not have the actual repair performed without consulting the Claims Office.**

CHECKLIST AND EXPLANATION OF DOCUMENTS REQUIRED BEFORE YOUR CLAIM MAY BE PAID:

___ **DD Form 1842 - Claim for Personal Property against the U.S. Government:** (see attached sample which indicates the minimum information you must provide in the “Date”, “Place”, “Facts”, and “Circumstances” blocks). If you have private insurance covering your claim, answer “3, a” and “3, b.” accordingly. Ensure that you, or your agent-in-fact, have signed and dated the claim (i.e., the date of claim is actually submitted to the Claims Office).

___ **DD Form 1844 - Schedule of Property and Claim Analysis Chart** (see attached sample and instructions below):

Line Number: Enter #1, 2, 3, for each part (or quarter panel).

Quantity: If you claim, e.g., 2 tires or 4 hub caps are damaged/missing enter 2 or 4.

Damaged or lost item: First list the year, make, model of your POV and then describe the nature of the damage, breaking it down by quarter panel. Provide a detailed description of the type, location, and extent of the damage. Be specific, do not merely state “damaged or broken”. Damage claimed should conform with the damage verified on DD Form 788.

Original Cost/MM/YY purchased: Enter the amount you paid for the vehicle and the month and year you purchased the vehicle. For the break down, only enter purchase price and date if the item was not included in the purchase of the vehicle, e.g., tires, stereo, etc., purchased separately.

Amount Claimed/Repair Cost/Replacement Cost: Enter the amount from the estimate of repair, or the amount agreed upon with the Claims Office in the “Repair Cost” column. If the estimate is in EUROS please leave the amount claimed blank, the Claims Examiner will help you to convert the EUR amount into U.S. Dollars. If the item is missing or the repair cost exceeds the depreciated value of the item, enter the replacement cost (see instructions below for estimates and replacement costs).

___ **American Auto Logistics Vehicle Inspection Form - VISF:** The original copy furnished to you at the time you picked up your vehicle, bearing verification of damages found at the time you picked up your vehicle. **(The Claims Office will provide you with a photocopy of the DD Form 788, please keep it, you may be required to submit this copy when you ship your car again to your next duty station).**

___ **Vehicle Inspection:** Bring your vehicle to the Claims Office for visual inspection of the extent of the damage before obtaining an estimate of repair. Ensure that your car is clean.

___ **Orders:** PCS Orders authorizing the POV Shipment.

___ **Insurance:** If you filed a claim against your insurer furnish a copy your claim against your insurer and the insurance settlement. If you do not wish to file with your insurer state **”I elect not to file with my private insurer”** on DD Form 1842

___ **Estimate of Repair:** (Not necessary if you agreed on a cost of repair/loss of value within \$100.00 with the Claims Examiner upon visual inspection of your POV). A list of local repair shops is attached. **Please use the pre-printed Estimate Form attached when you go to the Repair Shop.** Estimates must list the damages (breakdown by part or quarter panel) and should reflect only the damage caused during shipment. Estimates for internal or mechanical damage **must reflect** the type and nature of damage, the cause of the damage (i.e., rough handling, wear and tear, mechanical or structural failure, manufacturer’s defect, etc.). Costs for

replacement of parts on American made cars should be obtained from AAFES Garage. You may be required to pay an estimate fee. The estimate is reimbursable under most circumstances if the repair firm does not deduct it from the bill upon repair. This should be included in your claim, generally the last item on DD Form 1844. Bring the receipt for the estimate fee when filing your claim (the estimate may be your receipt if it states the amount and date you paid it).

Estimates from local repair shops will include the 16% Value Added Tax (VAT). This tax will not be paid since you can avoid paying the 16% VAT by processing the bill through the Tax Relief Office. The Tax Relief Fee in the amount of \$4.00, however, may be claimed.

NOTE: Expert Appraisal (“Gutachten”) Fees are not compensable.

___ **USAREUR Registration:** Please submit a copy of your vehicle registration for proof of ownership. For missing car stereo, tires, new mufflers etc., a purchase receipt or similar evidence, such as invoice, bill of sale, canceled check, etc., that must list the item purchased and date, are normally required if more than \$100.00 is claimed for the item. If none of this evidence is available, provide an owner’s manual, photographs, or similar evidence of what was lost. If the item was not lost but damaged, bring the damaged item to the Claims Office for inspection when you file your claim.

___ **Replacement Cost:** In addition to proof of ownership of missing items, you must also determine the replacement cost for a new item which is identical or substantially similar to the item which was lost or damaged beyond economic repair. In most cases replacement cost for these items can be obtained from your local AAFES/PX outlet. You must submit a written statement indicating that the replacement item is identical or similar to the item you owned (a pre-printed form for the use of AAFES/PX may be obtained at the Claims Office).

___ **Electronic Transfer Account Information (Form attached).** The Finance Office will only make electronic fund transfer (EFT) payments directly into your account.

Reconsideration:

If you provide us with the necessary documentation described above, we will fairly and promptly adjudicate your claim. However, if you disagree with the adjudication of your claim, or if you wish to make a supplemental claim for any loss, damage, or incidental expenses such as estimate fees, drayage, or sales tax, etc., you may request reconsideration. Under the provisions of Army Regulation 27-20, paragraph 11-20, you have **60 days from the date of settlement or disapproval of your claim to request reconsideration**. Your request for reconsideration **must be in writing and addressed to this Claims Office**. Please make sure you clearly state the factual or legal basis for relief, and attach any additional evidence you want considered. To avoid delays in processing, please notify the Claims Office within **thirty (30) days** if you intend to request reconsideration. If you do not inform us of your intent to request reconsideration within **30 days**, your claim will be forwarded for record retirement and it will take us some time to retrieve the file.

REPAIR FIRMS

This list is not exhaustive and not to be construed as an endorsement or recommendation by the U.S. Government. However, please consult this office before using an unlisted firm. Estimates from a firm that cannot repair your car or is known for inadequate work, exorbitant estimate fees, or unusually high repair charges, cannot be used.

NOTE: Do not obtain an expert opinion (“Gutachten”). These experts (“gutachter”) do not perform repairs, and expert opinion fees are very high and may not be paid under the provisions of Army Regulation 27-20.

WIESBADEN AREA

Rueck & Glimm GbR, Berliner Strasse 249, 65205 Wiesbaden, Tel.: (0611) 790 07 37

Vehicle Paint Shop (Autolackiererei) Haas, Schwarzenbergstrasse 7c, 65189 Wiesbaden, Tel.(0611) 76 1015

Auto Hollmann, Hochheimerstr. 111, 55246 Mainz-Kostheim, Tel. 06134-3381, Fax 06134-25107

Autohaus Zimmermann, Rheinstr. 28, 65199 Wiesbaden, Rheintalstr. 28, Tel 0611/974 9225 Or 428293

Auto Pride Service, Bldg. 4005, Mainz Kastel, Tel.: (06134) 40 11. **No Body work/paint job, only mechanical work!**

DEXHEIM AREA

Helmut Puehler: Faeulings Strasse 59, Nierstein; Tel: (06133) 508996

Autohaus Schmuck: Alsheimer Strasse, Gimbsheim; Tel: (06249) 5444

Reasonable estimate fees are payable as part of your claim, unless the repair shop credits the fee towards the repair bill.